

Dial 211

What is 211?

211 is an easy-to-remember and universally recognizable telephone number that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. 211 is a non-profit health and human services information and referral line (I&R) currently available in only a few jurisdictions. On July 21, 2000, the Federal Communications Commission approved a petition filed by United Way of America and The Alliance of Information and Referral Systems and others requesting national designation of 211 for health and human services information and referral.

What is I&R?

Information and referral services are the link between people in need of health and human services assistance and the appropriate providers of such services, including an entire range of government and community services. In some communities, I&R centers also provide information on volunteer opportunities and donations. I&R services across the United States answer more than 50 million calls annually.

I&R specialists assess callers' needs and determine the service provider best equipped to handle their problems or crises. Additionally, I&R specialists are trained to determine whether a caller may be eligible for other services in the community. I&R providers maintain comprehensive databases of resources, including federal, state and local government agencies, community-based organizations, and private non-profits.

Where is 211?

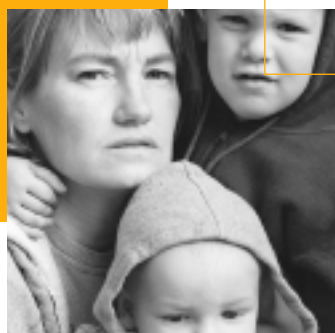
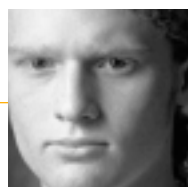
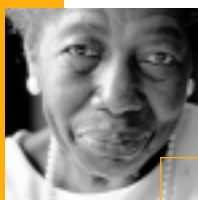
211 is currently available in Atlanta, Georgia and the surrounding 13 counties; statewide in Connecticut; Columbus, Georgia; Knoxville, Tennessee; and Lafayette, Louisiana and the surrounding six parishes and several counties in North Carolina. Nearly every other state is pursuing or exploring 211 designation. Since United Way of Metropolitan Atlanta and United Way of Connecticut switched from 10-digit telephone numbers to 211, call volume at both centers has increased 40 percent, with each handling approximately 200,000 calls in 1999.

For More Information Contact: United Way of America, 701 N. Fairfax Street, Alexandria, Virginia 22314. Linda Paulson, Director, 211 Partnerships, 703-836-7112, Ext. 498 (local), 800-892-2757, ext. 498, linda.paulson@uwa.unitedway.org

Alliance of Information and Referral Systems, Inc., P.O. Box 31668, Seattle, Washington 98103, 206-632-2477, www.airs.org

Additional Resources:

- Creating a 211 Service, available through the Alliance of Information and Referral Systems for \$50. <http://www.airs.org/>
- Websites:
 - State Public Utility Commission Websites: <http://naruc.org/Stateweb.htm>
 - 211 Collaborative: <http://www.211.org>
 - United Way of America: <http://www.unitedway.org>
 - AIRS: <http://www.airs.org>
 - FCC's N11 page: <http://www.fcc.gov/ccb/nsd/documents/N11.HTML>



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DIAL 211

National Association Contacts for 211

Alliance of Information and Referral Systems

206 632-2477 (leave message)

duane@airs.org

American Association of Suicidology

Amy Kulp

202 237-2280

ajkulp@suicidology.org

American Red Cross

Marty Perreault

703 206-7639

perreaultm@usa.redcross.org

CONTACT, USA

Annetta Berry

706 327-0199

aberry@contact211.org

National Association of Area Agencies on Aging

Joanne Balkovich

202 296-8130

jbalkovich@n4a.org

National Association of Child Care Resource and Referral Agencies

Marsha Thompson

317 924-5202

mThompson@IACCRR.org

National Association of Community Action Agencies

Judy Mason

202 265-7546

jmason@nacaa.org

National Association of State Units on Aging

Greg Case

202 898-2578

gcase@nasua.org

Points of Light Foundation & Volunteer Center National Network

Carol Clegg

202 729-8161

cclegg@pointsoflight.org

U.S. Administration on Aging

Sherri Clark

202 619-3955

Sherri.Clark@AoA.gov

United Way of America

Linda Paulson

703 836-7112, Ext. 498

linda.paulson@uwa.unitedway.org

The New Telephone Number for Access to Health and Human Services

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